



Playing nice in the sandbox in 2012...

As we approach the holiday season sharing good wishes and anticipate a new year filled with high expectations, it's important to remind ourselves that how we treat one another matters all year long, not just during the holidays. So, it seems timely to share again this article from a past edition of "*The Toolbox*".

Play fair – Treat everyone, regardless of role or rank, with dignity, respect, and courtesy. Consider others' needs and wants along with your own. Say please and thank you. Clarify and follow the rules—no unfair advantages, manipulation or cheating.

Share – Share what you have and what you know, and ask others to do the same. Keep what works, but be open to fresh, new ways of doing old tasks. Value diverse approaches, ideas, and viewpoints.

Be willing to help – Some projects, like some sand castles, just take more hands, time, and effort. You will learn that when you're willing to help others, you get help when you need it; and your co-workers learn that they can count on you.

Say you're sorry – When you've done something hurtful or harmful, you know it. Apologize when you know you should.

Solve problems together – Address differences and conflicts directly and respectfully with one another. Listen, without judging, to the other person's point of view. No camp building. Sometimes you need to take a time-out to prepare to problem-solve constructively.

Take responsibility – Say what you'll do and do what you say. Admit and correct mistakes. No blaming or finger pointing. Do your fair share.

Have fun – Celebrate accomplishments, big and small. Little wins build confidence and lead to bigger accomplishments.

As you consider your New Year's resolution, consider a simple, but profound "Sandbox Resolution", one that is fundamental to every good relationship.

HAPPY HOLIDAYS!



A BRIGHT IDEA

A child's wisdom...

Children have the wonder about their world that we lose as adults. Rekindle your curiosity and your relationships by following the advice of a child.

Play - take time to relax and have fun.

Lighten up - stop taking yourself so seriously.

Stay curious - there is a whole world waiting for you to discover it.

Speak from the heart - speak honestly and kindly.

Accept people without judgment - we treat people as we label them.

Share - It's good for the soul.

Strong teams = Productive teams

Effective teams require commitment and resources. Coaching provides individual opportunities for focused leadership and professional development. Resolving the conflicts that cause dysfunction and increase costs can be addressed through mediation or facilitated processes. Strong communication and conflict resolution skills that support a collaborative team can be developed through training. Alternative Resolutions is the "one call does it all" place to find the resources you need to create the productive team that will make your organization excel.

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